

<b>Job Title:</b>	Children and Young Persons Triage Advisor
<b>Responsible to:</b>	Children and Families Team Manager
<b>Responsible for:</b>	Not applicable

<b>Hours:</b>	22.5 Hours per week
<b>Holiday Entitlement:</b>	28 days plus bank holidays pro rata
<b>Salary:</b>	£23,088 - £25,158
<b>Pension:</b>	Group personal pension plan, with employer contribution of up to 4%.

<b>General Description:</b>	<p>This role is a hybrid role within the Children and Families Team which is part of the Wiltshire Domestic Abuse Service, providing support to children and young people that have witnessed or experienced domestic abuse.</p> <p>The Children and Young Persons Triage Advisor will act as the gateway for all children and young people referrals to the Wiltshire Domestic Abuse Service. Working within an experienced and established team, the Children and Young Persons Triage Advisor will:</p> <ul style="list-style-type: none"> <li>- Triage referrals, with a particular focus on children and young people who have witnessed or experienced domestic abuse.</li> <li>- Conduct risk assessments and offer immediate safety planning advice.</li> <li>- Respond to safeguarding concerns.</li> <li>- Signpost victims and professionals to other support agencies where appropriate.</li> <li>- Provided early intervention support to children and young people as part of triage and welfare calls made.</li> <li>- Offer specialist domestic abuse advice and support to professionals.</li> <li>- Making welfare calls to victims who are waiting to start structured support.</li> <li>- Support as required with co-facilitating in our children and young persons group work provision</li> </ul> <p>In addition, the role requires the building of effective relationships both internally within the Wiltshire Team and externally, supporting a multi-agency approach.</p>
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## **Main Duties and Responsibilities:**

Working within the agreed policies, principles and codes of practice of FearFree, the post holder will:

### **Working with children and young people and risk management:**

- Provide a victim focused service, with an understanding of the impact of trauma on children and young people.
- Demonstrate specialist knowledge and understanding of domestic abuse and how this may impact on the children and young people and their wider family unit.
- Provide advice, guidance and support to children and young people who have witnessed or experience domestic c abuse.
- Assess, manage and review risks to service users, colleagues and self, including the use of the dash risk assessment tool and SOAG.
- Make safeguarding referrals where appropriate: including to Children's Social Care, Adult Social Care, Mental Health crisis teams and MARAC.
- Work directly with individuals or groups as agreed with the Team Manager.
- Safeguard the health and welfare of the children and young people and their families.
- Respond to emergencies and crisis situations including supporting a service user to access a place of safety if appropriate.
- Manage and support service users by telephone with low to medium support needs in line with the agreed values and aims of the service.
- Support as required with co-facilitating in our children and young persons group work provision
- Act as duty worker as part of a rota system. Duty shifts take place in the Trowbridge Office on weekdays between 9 and 5pm.

### **Team working**

- Offer professional advice and support to multi-agency partners.
- Feedback to the Team Manager, Wiltshire Service Manager and/or other Support Workers any information related to the service users support needs or risk issues, and progress on support tasks.
- Work effectively in partnership with multiple statutory and voluntary agencies to enhance service delivery, safety and safeguarding.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holiday and sickness.
- Work closely with other agencies, to network with, make referrals to and maintain good relationships with, and be able to disseminate information appropriately.
- Communicate with other staff, as well as the Team Lead and Wiltshire Service Manager, issues related to activities and work undertaken.

### **Administrative duties**

- Help provide a responsive support service with a high quality of customer care.
- Answer the telephone and take messages and referrals, take action on messages and referrals and provide a triage service for all children and young people referrals.
- Assist in the referral process and children and young people follow up calls, contacting other agencies and helping to arrange appointments.
- Assist in the assessment and identifying children and young people for priority allocation

- Update written and computerised records with accurate clear information to deadline, including maintaining details of any special needs required by service users.
- Assist with monitoring and evaluation policies and procedures and producing reports.

**Additional tasks and responsibilities:**

- Ensure personal safety for self, other staff and service users at all times
- Participate in personal training and supervision opportunities and attend team meetings.
- Carry out other tasks appropriate to the post, which may be identified as the service develops and as agreed with the Team Manager and Wiltshire Service Manager.
- FearFree is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

# Person specification

Requirements		Essential (E) / Desirable (D)
<b>Education and qualifications</b>	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
	Relevant training	D
<b>Experience</b>	Experience of conducting needs and risk assessments	E
	Experience of managing risk	E
	Experience of providing needs-led support to clients with a variety of support needs	D
	Experience of building and maintaining partnerships with other agencies	D
	Experience in working with vulnerable people and/ or children and young people	E
	Experience of working within a multi-disciplinary service or multi-agency network.	D
	Experience of working with victims of domestic abuse	D
<b>Knowledge</b>	Knowledge and understanding of the issues facing people who have experienced domestic abuse and its impact	D
	Knowledge of child protection and safeguarding	E
	Knowledge of domestic abuse legislation, including civil and criminal law remedies available to survivors	D

	An understanding of the needs of people from diverse backgrounds affected by domestic abuse	D
	Knowledge of relevant statutory services and legislation	D
	An understanding of confidentiality principles	E
	Knowledge and understanding of trauma and its impact	D
<b>Skills and abilities</b>	Ability to work under pressure	E
	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to communicate with distressed people empathically	E
	Ability to establish and maintain appropriate boundaries	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Ability to instill confidence in other professions	E
	Strong verbal and written communication skills	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work in a self-directed manor where required	E
	Ability to support people with a non-directive approach	E
	Ability to use email, Microsoft Office and other relevant IT systems.	E
	Reliable and trustworthy	E
<b>Attitude and presentation</b>	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E
	Willingness to undertake further training as required	E
	A commitment to making a positive difference	E
	A willingness to travel across Wiltshire as and when required	D
	Flexible in approach	E

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